Performance Measures

Developing performance measures and indicators to assess performance is a standard private sector business practice. Performance measures use statistical evidence to determine progress toward specific, defined objectives. This includes both evidence of fact, such as measurement of pavement surface smoothness (quantitative), and measurement of customer perception determined through customer surveys (qualitative). Performance measures provide information about how well services are being provided. Performance measures help set goals and standards, detect and correct problems, and document accomplishments.

Transportation performance measures consist of a set of objective, measurable criteria used to evaluate the performance and effectiveness of the transportation system, as well as the effectiveness of government policies, plans and programs, and to gauge if and to what degree our vision and goals are being achieved. Performance measures may include such indicators as changes in transportation related injuries and fatalities, air and water quality, number or percent of system users in various modes, travel times, fuel usage, and travel quality. Some measurements are easier to determine than others. A major challenge of identifying measures for the entire transportation system is ensuring that the indicator is "mode-neutral" and considers all transportation modes equally. In addition, measures appropriate to urban and metropolitan areas do not address rural situations.

As follow-up to the last State transportation plan, a common set of indicators and measures to assess the performance of California's multimodal transportation system, and to support informed transportation decisions by public officials, operators, service providers, and system users were developed. This cooperative effort resulted in the 1998 *Transportation System Performance Measures Report* that provided a blueprint for developing performance measures, defined desired outcomes, and identified mode-neutral candidate measures or indicators. This effort was updated, starting in 2004, as a result of recommendations made by the Transportation Expert Review Panel.

BTH Secretary, Sunne Wright McPeak, initiated efforts to improve the effectiveness and efficiency of State government using input from the Transportation Expert Review Panel. The panel consisted of members from external, public, and private sector entities and produced 39 recommendations, including developing system and organizational performance measures.

A team comprised of members from regional and metropolitan planning agencies, and other stakeholders developed performance measures and indicators that support the vision, goals, and policies contained in the CTP. The relationship between CTP goals and transportation system performance measures/outcomes and key indicators are shown in the following table:

RELATIONSHIP BETWEEN CTP GOALS AND TRANSPORTATION SYSTEM PERFORMANCE MEASURES/OUTCOMES AND KEY INDICATORS

CTP GOALS	SYSTEM PERFORMANCE MEASURE/OUTCOMES	KEY INDICATORS (Data to Collect and Report On)
IMPROVE MOBILITY AND ACCESSIBILITY	■ Mobility/Reliability/ Accessibility	*Travel Time (Mobility)* • Travel time within key regional travel corridors *Travel Delay (Mobility)* • Total person (passenger) hours of delay. Percent On-/Time Performance Travel (Reliability) • Percent on-time performance in key corridors
	■ Coordinated Transportation and Land Use (Key indicators are included under the Accessibility outcome.) *Other additional measures under development.*	*Available travel choices (Accessibility)* • List modes available in key corridors and at key transportation centers • Percent of workers within X (15, 30, 45, 60) minutes of their jobs • Modal Split (including choice ridership) • Percent of jobs within a quarter/half mile of a transit station or corridor • Percent of population within one-quarter/half mile of transit station/stop or bus corridor
	■ Productivity	*Throughput — persons and vehicles (Productivity)* • Percent utilization during peak period (highway) • Passengers per vehicle revenue mile (transit) • Passengers per vehicle revenue hour (transit) • Passengers miles per train mile • Percent trucks by axle

RELATIONSHIP BETWEEN CTP GOALS AND TRANSPORTATION SYSTEM PERFORMANCE MEASURES/OUTCOMES AND KEY INDICATORS

CTP GOALS	SYSTEM PERFORMANCE MEASURE/OUTCOMES	KEY INDICATORS (Data to Collect and Report On)
PRESERVE THE TRANSPORTATION SYSTEM	■ System Preservation	*Highways, Streets, and Roads* • Pavement — smoothness and distressed miles • Bridges — structurally deficient or functionally obsolete • Roadside *Transit and Passenger Rail* • Vehicle fleet age • Miles between service calls *Aviation* • General aviation runway pavement condition
SUPPORT THE ECONOMY	■ Economic Development ■ Return on Investment	*Measures Under Development*
ENHANCE PUBLIC SAFETY AND SECURITY	■ Safety	*Traveler Safety* • Fatal/injury collisions and fatalities/injuries — rates and totals
REFLECT COMMUNITY VALUES	■ Equity	*Measures Under Development*
ENHANCE THE ENVIRONMENT	■ Environmental Quality	*Air Quality* • Days exceeding national/state standards by region/air basin and statewide *Noise* • Number of residential units exposed to transportation generated noise exceeding standards *Energy Consumption* • Fossil fuel use ratio to passenger miles traveled *Others Under Development*

The Department and its partners recognize the benefits of developing and implementing performance measures — making better decisions, communicating clearly with the public and other transportation customers, and improving accountability. The first prototype report using a sampling of the new performance measures on five regional corridors was completed in January 2005. This report is being used to test the validity of the measures and the accuracy and availability of the data.

Integration of performance measures into long-range planning is critical to the continued success of performance measures implementation. As we endeavor to develop a more balanced and sustainable system, the evaluation of transportation objectives and related performance measures/outcomes will continue. Additional efforts are already being focused on determining what types of performance measures can be developed and used to accurately reflect system performance in rural areas of the State.

MTC is among the regional transportation agencies reporting on and using performance measures to drive their transportation planning process. MTC is now in its third year of using and reporting on various performance measures. Recognizing the value and importance of performance measurement and to maximize the State's investment in transportation infrastructure, the CTC now requires regional agencies and the Department to utilize the transportation system performance measures.

BAY AREA TRANSPORTATION STATE OF THE SYSTEM 2003

This report is the second in an annual series of reports prepared by the Metropolitan Transportation Commission and the Department District 4 summarizing the performance of the Bay Area transportation system. Key facts and performance indicators for freeways, local roadways, transit, goods movement, and bicycle and pedestrian travel in the region are presented. Taken together, the many pieces of data included in this report combine to provide a comprehensive overview of how the Bay Area transportation system is performing and how travel conditions are changing.

The Department continues to make significant advances in developing system performance measures in collaboration with our partners. Governor Schwarzenegger and BTH Secretary Sunne Wright McPeak have directed the Department to transform itself into a mobility company. Developing and using system and organizational performance measures are the first steps towards accomplishing this transformation.

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